Transforming Health Care, Connecting Communities

2018 REPORT TO THE COMMUNITY
The Froedtert & the Medical College of Wisconsin health network brings “what is possible” in medical treatment and caring to our communities. One way we do that is by transforming health care. We strive to make a positive, sustained difference through employment, engagement and, of course, improving health. For that, you can count on us.

As the only state-based health system in southeast Wisconsin, Froedtert Health makes local decisions based on local needs, including investments in clinical care and in our community. We practice sound business principles to steward our resources and to ensure our community can count on us now and in the future. This allows us to reinvest in our services, our people and our communities, so we can be here for you when you need us.

Because advancing the health of our communities is our mission, we know we must look beyond our own walls to make an impact. Only 20 percent of an individual’s health depends on clinical care; an individual’s environment, social and economic factors and behaviors complete the picture to a healthier and improved quality of life. Froedtert Health takes a host of actions to make a difference, many of which are highlighted in these pages.

In partnership with the Medical College of Wisconsin, we make advancements every day in clinical care. Research opens the door to personalized treatment options with the extensive expertise, resources and innovation only academic medicine can offer. Having a top-performing, nationally ranked academic medical center in our community means you will always have access to the highest level of care. Connecting this power to nationally recognized hospitals and clinics throughout southeast Wisconsin allows us to deliver high quality care to our communities in even more ways.

Our communities need a health care partner they can depend on. We are committed to being your trusted partner now and in the future.

Wishing you well,

Catherine Jacobson  
President and CEO, Froedtert Health

Kurt Bechthold  
Chair, Froedtert Health Board of Directors

CEO & Chairman, Payne & Dolan

Froedtert Health is an integrated health care system that provides health-related services including hospitals and health centers, home care, laboratory, health insurance, employer health services and workplace clinics, and digital health solutions. Froedtert Health combines with the Medical College of Wisconsin to form eastern Wisconsin’s only academic medical center and associated regional health network supporting a shared mission of patient care, innovation, medical research and education.

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Vision
We will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

Mission
We advance the health of the communities we serve through exceptional care enhanced by innovation and discovery.

Values
Partnership: Partnering with patients, families and other organizations; collaborating with co-workers and colleagues
Responsiveness: Meeting the needs of the community in prevention, wellness and providing integrated care for all ages
Integrity: Using resources wisely; building trust
Dignity and Respect: Creating an inclusive and compassionate environment for all people
Excellence: Demonstrating excellence in all we do

2018 Contributions to the Community

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<tr>
<th>Category</th>
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Financial data, while unique to the Froedtert & MCW health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

Not reflected in the above totals is nearly $10.1 million in community health improvement activities and financial assistance provided by Froedtert & MCW Community Physicians and funded by Froedtert Health. When these funds are included in the above totals, Froedtert Health’s total contribution to the community exceeds $248 million.

All funds in the above totals do not reflect the contributions and community health improvement activities provided separately by the Medical College of Wisconsin and by Froedtert South.

By the Numbers

As of June 30, 2018

- Froedtert & MCW Health Network
  - Beds: 1,033
  - Patient Admissions: 52,483
  - Patient Days of Care: 261,964
  - Outpatient Visits: 1,181,781
  - Physician Clinic Visits: 979,143
  - Emergency Visits: 189,278
  - Level I Trauma Center Patients Evaluated: 3,390
  - Average Daily Census: 718

- Intensive Care Units:
  - Number of Units: 9
  - Number of Beds: 160

- Births: 5,435
- Physicians: 1,748
- Nurses: 4,088
- Staff: 14,743
- Volunteers: 770

The above totals include numbers from Froedtert & MCW Froedtert Hospital, Community Memorial Hospital, St. Joseph’s Hospital, Community Physicians and Froedtert South.
Transforming Health Care

Connecting Communities
“An academic-infused health network like ours constantly looks ahead, seeks to advance new possibilities and brings forward the best options in a continuum of care and services that benefit our patients and our community.”

JONATHON TRUWIT, MD
Enterprise Chief Medical Officer

Cancer Care – Comprehensive Treatment Close to Home

Creating personalized treatments for every cancer patient is the driving force behind all we do within the Froedtert & the Medical College of Wisconsin Cancer Network. Our cancer physicians have expertise in today’s advanced diagnostics and treatment options. And because they devote their time to caring for patients and researching specific cancers, they have access to the latest scientific advancements — sometimes before these new treatments are widely available.

CAR T-Cell Therapy Advances Cancer Treatment Options

Patients with certain types of lymphoma (B cell) and leukemia have access to several effective therapies. But if these standard treatments stop working for them, some patients may benefit from treatment with chimeric antigen receptor (CAR) T-cell therapy, an innovative approach to immunotherapy. The basic idea of CAR T-cell therapy immunotherapy is to train the patient’s immune system to find cancer cells and eliminate them.

The first step is to remove a sample of T cells from the patient’s blood. T cells are the body’s mechanism for eliminating abnormal cells, so they are the natural enemy of cancer. The patient’s T cells are then genetically altered to express chimeric antigen receptors — special structures that recognize a specific protein on the surface of an individual’s cancer cells. The modified cells are called CAR T-cells. After the CAR T-cells multiply, they are reinfused into the patient’s body, where they seek out and destroy cancer.

Recently, a team of researchers at the Medical College of Wisconsin developed a unique CAR T-cell clinical trial that targets not one but two B-cell proteins. Dual-targeting could make this approach more effective at locating and destroying cancer. The clinical trial is available only through the Froedtert & MCW Cancer Network. Late in 2017, the first patient was treated successfully for mantle cell lymphoma in this trial.
Collaboration with Cleveland Clinic
Heart and Vascular Institute Advances Heart Care in Our Community

In March 2018, Froedtert & MCW Froedtert Hospital became the first hospital in the upper Midwest to join Cleveland Clinic’s alliance network. This is a natural next step in our relationship with Cleveland Clinic, which began in April 2016, as we look to work closer and more collaboratively. The relationship aligns our academic medical center with another academic medical center that is renowned for heart care, giving our health network access to the best practices that have helped Cleveland Clinic’s heart program achieve U.S. News & World Report’s No. 1 ranking for more than 20 years.

Trauma and Emergency Care — Life-saving Care With Unmatched Resources

Stop the Bleed Training Classes
Teach Bleeding Control Techniques For Trauma Situations

Injuries are the leading cause of death among Americans ages 1 through 44 — whether from a motor vehicle crash, falling from a roof while cleaning gutters, a serious cut from a home project or intentional violence. When injuries involve uncontrolled bleeding, death can happen in mere minutes. Every second counts in a trauma situation.

Stop the Bleed classes, offered free and taught by Froedtert & MCW trauma surgeons, nurses and coordinators, teach community members how to control bleeding in trauma situations until first responders can take over. Stop the Bleed is a community education initiative that recognizes that a bystander to a trauma could be an injured person’s only chance for survival.

What You Need to Do to Stop the Bleed

Call 911 or tell someone to call 911 if you can’t do it yourself.
1. Make sure you are safe or you won’t be able to help. Only provide care if it’s safe to do so.
2. Use appropriate techniques to control bleeding. Stopping uncontrolled bleeding involves putting pressure on bleeding wounds using the hands and gauze or attaching a tourniquet in the right place to control the bleed.

Trauma and Emergency Care — Life-saving Care With Unmatched Resources

Heart and Vascular Care — Specialized Treatment, Innovative Expertise

Our heart and vascular team provides a complete range of specialized programs to diagnose and treat heart disease and vascular disease from the common to the complex. Our team approach means that each program includes a variety of specialists who take a comprehensive approach to diagnosing and determining the best course of heart and vascular care for each patient.

Moorland Reserve Emergency Department Earns Cardiac Certification; First of Its Kind in the Nation

The Froedtert & MCW Moorland Reserve Emergency Department, New Berlin, a department of Community Memorial Hospital, earned certification as a FreeStanding Emergency Department Cardiac Care Center from the American College of Cardiology (ACC) Accreditation Services — the first official certification of its kind in the nation. This recognition came after an onsite visit that assessed the staff’s ability to evaluate, diagnose and treat patients experiencing an urgent heart problem.

Froedtert & MCW hospitals — Community Memorial Hospital, Froedtert Hospital and St. Joseph’s Hospital — have all earned Chest Pain Center Accreditation from the ACC.

Facilities that work toward and earn ACC certification may see reduced variations in care, shorter lengths of stay, sustained consistent process improvement and decreased readmissions. This recognition supports our health network’s mission and demonstrates our commitment to doing what is right for the communities we serve.
Liver Transplant Is Lifesaving for Young Husband and Father

At age 35, Justin Young’s liver was failing, though he did not yet know it. His condition was so grave that by the time he found out, it was almost too late. That he can now tell his story, however, is living testimony to the exceptional capabilities of the Froedtert & MCW End-Stage Liver Disease and Liver Transplant Program.

Justin’s first inkling of trouble was rapid — and significant — weight gain, which started in 2015. In the course of one week, he would gain 100 pounds of water, making multiple trips to emergency departments outside the Froedtert & MCW health network where he received diuretics to eliminate the water but not a diagnosis. The turning point came around Thanksgiving 2016 when Justin’s liver failure was finally diagnosed and doctors said he needed a liver transplant. However, before he could get a transplant evaluation, his condition took another downturn in early 2017 when his skin turned bright yellow and he couldn’t open his eyes because of the fluid. Justin and his wife, Kelly, went right to the Froedtert Hospital Emergency Department.

Justin’s liver was failing from fatty liver disease, a common cause of liver failure, and his kidney function was worsening. He began kidney dialysis to prevent further damage to the kidneys. The largest internal organ in the body, the liver is responsible for multiple functions, including filtering out toxins and producing blood-clotting factors. When the liver fails and toxins build up, it can damage the kidneys. Justin was placed at the top of the regional transplant waiting list because of his urgent need. The next day, a possible organ was located out of state, and after it was determined to be a match, the transplant was scheduled early the following day. Justin’s surgery was divided into two parts — the first to implant the new liver, after which he was brought to the Transplant ICU where he and his new liver recovered. Two days later, his bile duct was reconstructed and started making bile right away, a good sign of a successful transplant.

Justin spent more than two months at Froedtert Hospital, including a stay in rehabilitation to regain strength and mobility. Now, two years later, Justin is once again doing the grocery shopping, taking his son Owen to school and pursuing his passion of cooking family meals. Justin is thankful for the gift of routine in his life and, especially, for the high level of care he received. “I can live a pretty normal life and that’s a blessing,” he said. “The experts at Froedtert Hospital really saved my life. I would not be here — full stop — if I had not gone there.”

Transplant Services — Dedicated to Delivering the Latest in Transplant Care

Our physicians and staff deliver the latest in transplant care to patients. Our Transplant Center team is composed of physicians, coordinators, social workers and other health care professionals who help patients and their families handle the challenges associated with transplantation.

Neurosciences Center — A World-Class Resource for Complex Neurological Disorders

The Froedtert & MCW Neurosciences Center has long been a leader in the diagnosis and treatment of complex disorders of the brain, spine and muscle systems. As the region’s only academic medical center, we are involved in leading nationally recognized initiatives geared toward providing the best possible outcomes in our community and improving the quality of life for our neighbors.

Door-to-Needle Times Drop to 30 Minutes or Less

With door-to-needle (DTN) times now averaging 30 minutes or less, eligible stroke patients at Froedtert & MCW Froedtert Hospital are receiving clot-dissolving tissue plasminogen activator (tPA) in half the minimum required time by the American Heart Association and American Stroke Association.

Each minute of reduced DTN time saves 1.9 million neurons in the brain, so minimizing the time from arrival at the hospital to the time tPA is started in clinically appropriate patients is significant. The DTN task force held a mock stroke drill timing each step a stroke patient goes through. The exercise led to changes to improve quality and speed. Studies show that less than 30 percent of U.S. patients are treated within the minimal standard (60-minute window), so it is not surprising that the work of our Comprehensive Stroke Center and DTN task force spearheading the effort has been recognized in Wisconsin and nationally with American Heart Association and American Stroke Association Get With The Guidelines® awards.
Providing Health Care to the Medically Underserved in Our Communities

Breast cancer is the most common cancer among American women, with medically underserved communities suffering disproportionately from the disease compared with other populations. Committed to reaching at-risk women, the Froedtert & MCW health network and Progressive Community Health Centers co-hosted a screening mammography and health event at Progressive’s Lisbon Avenue location in Milwaukee.

The event attracted more than 300 community members for a day of pampering, entertainment and education. Thirty-five women had mammograms and of those women, 23 had normal findings, 10 had abnormal findings and two needed comparative information from previous mammograms. Progressive staff worked with the women to schedule appropriate follow up.

The event offered engaging and informative opportunities for women to take charge of their breast health. While a screening was the desired goal for attendees, even those reluctant to have a mammogram had the chance to ask questions and explore strategies for taking better care of themselves.

Finding Ways to Help in the Journey to Better Mental Health

Taking care of both body and mind directly affects quality of life and leads to better overall health and wellness. To help with this, behavioral health staff work with primary care providers to manage and treat mental health issues such as stress, anxiety and depression.

Our registered nurse care managers work closely with primary care providers and patients to implement treatment plans, answer questions and track progress. Therapists can work directly with patients to learn coping skills and develop new tools to lower stress levels. Psychiatrists meet regularly with primary care providers and registered nurse care managers to talk about each patient’s progress and are available to discuss diagnostic questions and treatment options. Researchers have found that psychotherapy, or talk therapy, has helpful, long-term effects in treating depression, anxiety and stress. One kind of psychotherapy that has been studied the most is cognitive behavioral therapy, which helps people to learn why they think, feel and act the way they do.

Our doctors also use SilverCloud, a no-cost, confidential, online cognitive behavioral therapy program to help patients improve how they think, feel and respond to distress. SilverCloud can be prescribed as part of a patient’s behavioral health treatment plan.

Community Recovery Center Committed to Treatment of Drug and Alcohol Addiction

Chemical dependency — addiction to drugs or alcohol — is a disease. A chemically dependent person is unable to stop drinking or taking mood-altering drugs despite serious health, economic, work, legal and social consequences.

The Community Recovery Center, located at Community Memorial Hospital in Menomonee Falls, is an intensive outpatient alcohol and drug treatment program that sees an average of 11 new patients every month. The Community Recovery Center treatment program begins with an individual assessment with a licensed substance abuse professional, followed by an intensive four-week program consisting of outpatient group therapy and educational sessions. The treatment program is followed by our eight-week After-Care Program, where participants discuss concerns related to early-stage recovery.

In response to the opiate crisis, the capacity of the intensive outpatient program has been expanded. The center now offers groups tailored to either drug or alcohol abuse to meet the specific needs of those patients.

Long-term support is essential to recovery, and we help our patients find appropriate support groups such as:

- Alcoholics Anonymous
- Narcotics Anonymous
- Al-Anon Family Group
- Women for Sobriety

People who require additional services beyond the Community Recovery Center have immediate access to the inpatient mental health unit at Community Memorial Hospital.
Sexual Assault Nurse Examiner Program Committed to the Needs of Victims

Anyone who has experienced a sexual assault can use the Sexual Assault Nurse Examiner Program (SANE) located at our Emergency Departments — regardless of age, gender or ability to pay.

The SANE Program provides:

- Medical assessment and treatment
- Emotional support with a trauma-informed response
- Medical/legal evidence collection using a rape kit (when seen within 120 hours of the assault)
- Information about reporting the crime to police
- Help with crime victim compensation
- Education and resource information

Sexual assault nurse examiners are available at Community Memorial Hospital in Menomonee Falls, Froedtert Hospital in Wauwatosa, Moorland Reserve Emergency Department in New Berlin and St. Joseph’s Hospital in West Bend.

Simulation Center Provides Safe Place to Learn About Sexual Assault

Thanks to the state-of-the-art simulation center located at Froedtert Hospital, Froedtert & MCW SANE nurses get real-life training before it really counts. Using Lucy, a specialized robotic mannequin, nurses are trained to help victims of sexual assault before responding to real-life patients. Lucy may be a mannequin, but she is amazingly life-like. She talks, breathes and even shows emotions that can change in the blink of an eye. This helps nurses care for the most vulnerable patients.

Debra Donovan, SANE Coordinator, Honored With Lifetime Achievement Award

Debra Donovan, RN, SANE-A, SANE-P, SANE Program coordinator for the Froedtert & MCW health network, was honored with a Voices of Courage Lifetime Achievement Award from the Wisconsin Coalition Against Sexual Assault. The Lifetime Achievement Award honors an individual who has dedicated their life to ending sexual violence and supporting survivors of sexual violence.

Deb has served as the health network’s SANE coordinator since 2013 and as a SANE nurse at St. Joseph’s Hospital since 2011. She has also served as an expert witness in sexual assault nursing practice since 2000.
Inclusion Health Clinic Committed to Serving the LGBTQ Community

The Froedtert & MCW Inclusion Health Clinic is the first in the region to offer comprehensive primary and preventive care to people who identify as LGBTQ (lesbian, gay, bisexual, transgender and questioning/queer). Services include primary and preventive care; obstetrics and gynecology; HIV prevention and specialty care; gender-affirming care, including hormone therapy; and behavioral health care. The clinic is staffed by Medical College of Wisconsin physicians, as well as advanced practice and registered nurses who have experience caring for LGBTQ patients.

“The Inclusion Health Clinic demonstrates our deep belief that everyone deserves care that is culturally responsive, respectful and equitable. For us, diversity and inclusion is a commitment to not only do what is right in terms of health care delivery for our patients, but also a commitment to the future as we work to transform health care and connect all communities to the best of academic medicine.”

CATHY JACOBSON
President and CEO, Froedtert Health

Financial Assistance Program Helps Local Truck Driver With Unexpected Medical Expenses

Lyle Ubersox, a self-employed truck driver, was referred to the Community Outreach Health Clinic (COHC) at Community Memorial Hospital after being treated for several blood clots in his lungs. He was prescribed Coumadin®, an anticoagulant used to treat and prevent blood clots, which was monitored by Linda Smith, COHC nurse practitioner. As part of Lyle’s follow-up treatment, his blood pressure and cholesterol levels were checked, resulting in a recommendation for a stress test that measured how his heart was working during physical activity. The test revealed problems with blood flow in his heart, and after meeting with cardiologist Sarah Thorsen, MD, he was immediately admitted to Community Memorial Hospital for heart bypass surgery.

Lyle had applied for assistance through the Froedtert Health Financial Assistance Program and was relieved and grateful to find out the day before his surgery that he was accepted. All of his bills would be paid — including those from the treatment of his blood clots. The Froedtert Health Financial Assistance Program is designed to assist patients who are unable to pay their hospital bills. Patients who qualify for the program will receive care with no obligation or discounted obligation to pay for services.

“It was a huge relief,” Lyle said. “I don’t have insurance, and I was stressed because I knew if I didn’t get help I would have to file bankruptcy.”

Lyle’s bypass surgery went well, and he is thankful for the exceptional care he received. “I couldn’t have asked for better care, everything was all up front, there were no surprises,” he said. “Everyone who came in my room and talked to me was great — they treated me the same as everyone else.”

Lyle now goes to cardiac rehabilitation three days a week at Froedtert & MCW North Hills Health Center. He is feeling much better but still has not been able to return to work. He hopes to be cleared to go back soon. “The financial assistance program took a lot of the pressure off since I have had to be out of work for so long,” Lyle said. “I am very, very grateful for it.”
Consumer-Guided Experience

“Transforming health care means reaching beyond the bedside, listening to understand patient experiences so we can identify and present the best options for their needs. We are committed to connecting people with new digital solutions and pathways for improved convenience and access to the very best in health care services.”

STEVE BASILOTTO
Senior Vice President, Chief Experience Officer

Using Innovation to Guide Health Care

Inception Health was founded to drive the Froedtert & the Medical College of Wisconsin health network’s innovation and digital health efforts. Efforts aim to solve key health care problems, develop new ideas and apply solutions across the health network. Information about many of these programs can be found at froedtert.com.

Buoy is an artificial intelligence health assistant that takes the guesswork out of your journey when you are feeling ill. Buoy uses advanced artificial intelligence to resemble a chat with your favorite doctor. You get an accurate analysis of your symptoms and learn where to go and what to do next, all in under five minutes. Since February 2018, thousands of people in our community have used Buoy.

PatientWisdom is an online platform for patients to share “stories” about themselves, their health and their care. Based on information they share, PatientWisdom creates a summary to help the care team know what’s important to the patient as an individual. More than 300 providers and 9,000 patients are taking advantage of this service.

Proteus Discover® is an FDA-cleared digital medicine platform that combines ingestible sensors and adhesive patches to help patients improve medication precision and compliance. Proteus Discover is designed to help care teams and patients collaborate on the best medication regimen over a two-to-three month program. We are the only health system in the world providing all the services in house to digitize medications, distribute them, remotely monitor and coach patients, and graduate them to a healthy lifestyle.

The Rothman Index serves as an early warning system by analyzing more than 700 data elements for a patient’s electronic medical record in real time. By monitoring standard vital signs, clinical data and a wide array of nursing notes, the program generates scores and warnings indicating the level of health risk for each patient. The platform allows for early intervention for patients who may be declining in health.

Virtual reality technology provides a computer-generated simulation of an experience or environment, providing a distraction for the patient from pain or other conditions. Virtual reality is increasingly used to manage patients with pain, disability, obesity, neurologic dysfunction, anxiety and depression.

The Froedtert & MCW Finder App was introduced in early 2018 to provide patients and visitors at Froedtert & MCW Froedtert Hospital with real-time, turn-by-turn directions. Using the app, users are told which parking structure to use and the easiest way to reach their destination. Over 50,000 routes on the Froedtert Hospital campus have already been completed.
Breaking the Language Barrier

Language Services’ primary goal is to provide timely, reliable and high-quality interpreter services to Limited English Proficiency (LEP) and deaf patients. By doing this, they take a situation that could be scary and confusing for this patient population and make it a more comfortable and positive experience.

“Language Services bridges the communication gap between health care personnel and LEP and deaf patients,” said Paris Paleeyang, a Hmong interpreter with the health network. “Medical interpreters are a key element of the health care team with these patients. We act as a conduit between two or more people, and we aid in delivering excellent and culturally sensitive interpretation.”

Chue and Kha Yang, both patients with the health system, have benefitted from Paris’ assistance for years. Chue had a kidney transplant in 2008, is an amputee and has diabetes. His wife, Kha, also has diabetes and related symptoms. Both visit Froedtert Hospital several times a year, and they rely on Paris to help them navigate their appointments.

“The interpreters know more words than we do, so when they help us we understand more,” Chue said.

“When we are here, whatever we are ill with, we are grateful Paris can explain it fully to us,” Kha said. “Even when the doctor uses big words, she interprets it so we understand. She knows the language and tells us in a way that we are not scared.”

The Yangs also said Paris’ assistance helps them remember their appointments and find their way around the hospital. Both are grateful that programs through Language Services are available. “You overcome the language barrier when you interpret for us, which helps lessen our stress,” Chue said.

Extending Services Into the Community

Language Services also provides interpreters at some events and health fairs to meet the needs of those in the community. “Events we attended this year included Mexican Fiesta, Hmong New Year and a nursing fair,” said Sandra Rojo, a Spanish medical interpreter with the health network.

In addition to helping staff the health network’s booth at these events, the interpreters work with non-English-speaking attendees to provide information. “We explain what we do so they aren’t afraid,” she said. Sandra said it is important to understand the cultural differences in these situations. “People in some cultures don’t go to the doctor unless they are ill, so we explain the importance of primary care.”

She said the reaction is always positive. “They are happy knowing we are there and can listen to them and answer their questions,” Sandra said. “I love interacting with them and letting them know that we are there for them and will take good care of them.”
Meeting a Special Need, 24 Hours a Day

Cancer patients’ urgent health issues don’t always happen during usual clinic hours. To address that need, we opened the 24-Hour Cancer Clinic to treat cancer-specific issues that can’t wait for a clinic appointment, such as severe nausea, high fever or pain. Patients call their physician for a referral to the 24-Hour Cancer Clinic at Froedtert Hospital campus, where they receive care from oncology providers with vast experience in treating issues many cancer patients face during treatment. Serious illnesses and injuries and issues such as chest pain or stroke symptoms must still be treated in an emergency department.

Since opening two years ago, the clinic has proven to be a valuable resource for cancer patients.

- More than 2,500 patients served — approximately 140 per month
- 14 percent of patients are admitted to the hospital
- Lab orders are down by 20 percent, as compared to when cancer patients visit an emergency department
- Decrease in diagnostic test charges billed to patients

Enrique Rivera has found comfort in being able to access care through the 24-Hour Cancer Clinic.

Listening to the Voices of Our Patients

The Froedtert & MCW health network is committed to being transparent and providing a voice for our patients.

The Health Care Roundtable is an online community panel that provides an easy, confidential and effective way for individuals to engage in the health care transformation in our region. Those who join the group receive brief surveys asking them to share opinions and insights on a variety of health care topics. For more information about joining, visit froedtert.com/health-care-roundtable.

Patient satisfaction surveys are conducted by Press Ganey, an independent third party. Patients who are seen within the health network are randomly selected to receive a satisfaction survey by mail or e-mail shortly after their visit. All patient feedback, ratings and comments are provided anonymously.

Advisory committees are in place at Froedtert Hospital, Froedtert & MCW Community Memorial Hospital and Froedtert & MCW St. Joseph’s Hospital. These groups are made up of a variety of stakeholders who work together to address health disparities and the needs of the communities where they are located.

Putting Ideas Into Action

During a Patient Advisory Committee meeting in 2018, the issue of patient satisfaction and engagement was discussed. Patients sometimes complain that they don’t know who all members of their medical team are, or how the members of the team are related. To address this issue, a poster template was developed with the assistance of the Medical College of Wisconsin Patient Experience team. Posters list the providers within a clinic or department, along with their roles and photos. The poster was implemented in many of our outpatient clinics and has received positive feedback from both providers and patients.
Market Leadership

“With a growing and nimble network focused on providing the right care in the right place, we strive to seamlessly link primary care to advanced specialty care. Supported by unmatched medical expertise and innovation, we connect the communities we serve to the best of academic medicine.”

DENNIS POLLARD
Executive Vice President, Chief Operating Officer

We Are Committed to Providing the Right Care in the Right Place at the Right Time

Customized Staff Orientations Help Meet the Cultural and Language Needs in Neighborhood Health Centers

Custom, site-specific orientations have been implemented for staff working at our Froedtert & the Medical College of Wisconsin Drexel Town Square, McKinley, Mequon, Calhoun and Good Hope Health Centers, as well as our Froedtert & MCW Community Memorial Hospital Family Medicine Clinic. Staff orientations that include community engagement, cultural competence and language services topics specific to each location ensure culturally and linguistically appropriate services are provided to diverse patients in each community.

Emergency Department
(Moorland Reserve Emergency Department is a department of Community Memorial Hospital.)

Hospital location

Health Center location
All of Us Brings Precision Medicine Research to the Public

We are all different, and we need health care that’s tailored to us as individuals. Unfortunately, health care providers don’t always have the information they need to make tailored recommendations, because research hasn’t always included diverse groups of people. The National Institutes of Health All of Us Research program has a simple mission — speed up health research breakthroughs. To do this, All of Us is asking one million people to share their health information. The Froedtert & MCW health network, with BloodCenter of Wisconsin, is assisting in this effort by seeking to enroll 33,000 participants in five years.

The goal of the program is to advance precision medicine, or health care based on you as an individual. It considers factors such as where you live, what you do and family health history. Precision medicine outlines the best ways for you to stay healthy and may help health care teams find the best treatment if you get sick.

Participants will share information about their health over time. Researchers will then use this data in thousands of studies to determine how to improve health for future generations. These studies may yield important new findings such as:

- Basic understanding of underlying mechanisms or pathways that lead to a disease or other poor health outcomes
- Discoveries about variations in disease types, such as diabetes or dementia
- Better ways to measure the risk of getting, and preventing, a specific disease, based on environmental factors or biological markers
- More personalized treatment approaches, with drugs tailored to patients’ genes
- Deeper understanding of the causes of, and solutions to, health disparities

For additional information, or to enroll in the All of Us program, visit joinallofus.org.
Partnering With Community Organizations to Make Sustainable Investments That Have a Lasting Impact

- A $1.65 million investment from the Froedtert & MCW health system has improved access to dental care for medically underserved people living in Waukesha County with the opening of the Waukesha County Community Dental Clinic in Menomonee Falls. The new six-chair clinic provides basic and restorative dental services and oral health education to low-income adults and children. It is expected to serve about 3,500 people annually.

- A $618,000 grant from the Froedtert & MCW health system brought radiology services, including digital mammography, ultrasound and X-ray, to patients at the Progressive Community Health Center’s Lisbon Avenue location for the first time. The grant included equipment for mammography, digital X-ray and ultrasound imaging, as well as a commitment to provide radiology technicians for two years. Progressive, which provides care to about 11,500 patients annually, estimates that 3,000 to 4,300 people a year will visit the health center for imaging services.

- The Froedtert & MCW health system was named the 2018 Safety Net Urban Health Partner of the Year by the Wisconsin Association of Free and Charitable Clinics for our commitment to the underserved populations in our service areas. For nearly 20 years, our health system has supported the Community Outreach Health Clinic in Menomonee Falls, the Albrecht Free Clinic in West Bend, and other community partnerships through direct financial and in-kind contributions to benefit people unable to access affordable and convenient health and dental care.

Accepting the 2018 Safety Net Urban Partner of the Year award are Froedtert Health representatives (left to right): Rock Evenson, vice president of business operations; Kerry Freiberg, vice president of community engagement; Angie Palase, nurse practitioner; Linda Smith, nurse practitioner; Andy Dresang, director of community engagement; and Diane Ehn, vice president of post-acute care strategy and partnerships.

Pictured left to right are: Danielle Sampson, mammography technologist II; Shante’ Dodd, radiology department lead; Bridget Frasheski, QA specialist/mammography technologist; Tiffini Duffe, ultrasound sonographer and Rochelle Justman, multi-modality technologist.
Our hospitals, physicians and medical programs are recognized regularly through national and local awards. These awards confirm our commitment to world-class care and are a tribute to our dedicated doctors, nurses and staff.

- Froedtert & MCW Froedtert Hospital ranks No. 2 in Milwaukee and as one of the top three hospitals in Wisconsin on the U.S. News & World Report 2018-2019 Best Hospitals list. Additionally, Froedtert Hospital ranks nationally in ear, nose and throat; nephrology; and pulmonology. Froedtert Hospital is also recognized as a top performer in cancer, gastroenterology and gastrointestinal surgery, neurology and neurosurgery and urology. Community Memorial Hospital is ranked as high performing in hip and knee replacement.

- Froedtert Hospital is the only Milwaukee hospital and one of just three in Wisconsin to earn a 2017/2018 Consumer Loyalty Award from National Research Corporation (NRC) Health. The award recognizes hospitals across the country that garner extraordinary loyalty from their patients.

- Vizient recognized Community Memorial Hospital with a Bernard A. Birnbaum, MD, Quality Leadership Award as the top performer out of 100 complex teaching medical centers. The award honors participating complex teaching medical centers that demonstrate excellence in delivering high-quality care based on measures in the Vizient Quality and Accountability Study.

- The Froedtert & MCW health network was named by Becker’s Hospital Review in the 2017 edition of its list of 100 Hospitals and Health Systems With Great Oncology Programs, featuring hospitals and health systems leading the nation in cancer care.

- More than 300 physicians who practice with the Froedtert & MCW health network were selected by their peers as Best Doctors® in America.

- The Milwaukee Journal Sentinel named the Froedtert & MCW health network to its list of 2018 Top Workplaces for the ninth consecutive year.

- The Froedtert & MCW health network was recognized as a 2017 Healthiest 100 Employers in America for the fourth year in a row, based on our integration of vital corporate wellness policies, practices and programs into our workplace. We were one of only three Wisconsin employers recognized.

- The Froedtert & MCW health network was part of a select group of companies nationally to achieve Gold Level recognition by the American Heart Association for Froedtert Health’s commitment to staff heart health.

Supplier Diversity a Part of Community Partnership

The Supplier Diversity program is designed to make it easier for minority-, women-, LGBTQ-, disabled- and veteran-owned companies to do business with us. The Froedtert & MCW health system strives to maintain an equitable and competitive business environment that strengthens a diverse business community. Supplier diversity is a key component of our overall diversity and inclusion strategic focus.

Awards and Recognitions

Fiscal Year 2018

<table>
<thead>
<tr>
<th>Supplier Diversity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>for architectural projects</td>
<td>17%</td>
</tr>
<tr>
<td>for construction projects</td>
<td>13%</td>
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<table>
<thead>
<tr>
<th>Supplier Diversity</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>for architectural projects</td>
<td>$940,670</td>
</tr>
<tr>
<td>for construction projects</td>
<td>$22,851,832</td>
</tr>
</tbody>
</table>

19% of workforce hours of construction projects equaling to 453 apprentices
Partnering for Healthy Communities

“We work within the community to address community health needs, finding sustainable, long-term solutions to expand access to care beyond the traditional health care system structure.”

KERRY FREIBERG
Vice President, Community Engagement

Encouraging Healthy Habits with the Milwaukee Bucks

The Milwaukee Bucks and the Froedtert & the Medical College of Wisconsin health network continue to partner to advance the health and well-being of Milwaukee residents. For the second year, the BUCKSFit 30-Day Challenge proved to be a popular kick-start to a healthy lifestyle for many people, doubling participation from last year.

As part of this initiative, Bango’s Boot Camp was offered again through a partnership with the Boys & Girls Club of Greater Milwaukee and Milwaukee Public Schools. Bango’s Boot Camp encourages students to develop healthy eating and exercise habits in alignment with the National Basketball Association’s Fit Week.

The program was offered at four Milwaukee Public School or Boys & Girls Club locations on the north and south sides of Milwaukee, and 1,238 students from first through fifth grade participated. At each school the program kicked off with an assembly providing daily healthy eating and exercise tips. The program challenged students to eat five or more servings a day of fruits or vegetables, drink 64 ounces of water daily, participate in 60 minutes of physical play every day and have 100 percent school attendance during the course of the month.

As part of this partnership, the health network also sponsored the sold-out BUCKSFit game night. Attendees had the opportunity to see educational and promotional BUCKSFit messaging throughout the game, and the first 5,000 children in attendance received a jersey.
The Milwaukee Health Care Partnership is a public-private consortium founded in 2007 that works to improve health care for underserved populations in Milwaukee County. Cathy Buck, president of Froedtert & MCW Froedtert Hospital, began a two-year term as chair of the group on July 1, 2018.

“I am honored to step into this role, appreciating how important the Partnership’s work is in this community,” Buck said. “As chair, I look forward to growing greater awareness among health care and civic leaders about the powerful strategies the Partnership’s members are employing — individually and collectively — to tackle some of Milwaukee’s most challenging health care needs.”

The goals of the Milwaukee Health Care Partnership are to:

- Secure adequate and affordable health insurance coverage for all
- Increase access to health care programs and services
- Enhance care coordination and navigation across social and health care delivery systems
- Address targeted community health needs such as infant mortality, childhood immunizations and violence prevention

The Milwaukee Health Care Partnership’s members include:

- Ascension Wisconsin, Aurora Health Care, Children’s Hospital and Health System and Froedtert Health
- Federally qualified health centers — Gerald L. Ignace Indian Health Center, Milwaukee Health Services, Inc., Outreach Community Health Centers, Progressive Community Health Centers and the Sixteenth Street Community Health Centers
- The Medical College of Wisconsin
- The city, county and state health departments

Wisconsin has one of the worst black-white disparities in infant mortality in the United States. The Milwaukee Health Care Partnership supports the Lifecourse Initiative for Healthy Families to advance policy, systems and environmental changes to address the root causes of why these disparities exist.

Froedtert Hospital is taking part in this initiative by helping to identify high-risk women who are receiving prenatal care in a health system clinic and connect them with primary care during and after pregnancy. High-quality primary care for these women encourages them to be as healthy as possible before giving birth and after delivery.

Care coordination for this program is supported with a grant from the United Way of Greater Milwaukee & Waukesha County and the Milwaukee Health Care Partnership Health Improvement Fund.

Partnering to Improve Vision

The Milwaukee Bucks have partnered with Our Next Generation in Milwaukee on a reading program for the last two years aimed at increasing middle and elementary students’ interest and confidence in reading. This year, along with the Froedtert & MCW health network, Prevent Blindness Wisconsin and Wisconsin Vision, kids were provided with free vision exams, and more than 30 children who needed glasses were identified. They were assisted with picking out frames and given free glasses to get them ready for a summer of reading.
McKinley Health Center Community Event

In June, the Froedtert & MCW McKinley Health Center invited residents in this Milwaukee neighborhood to explore new health care options in their community at an open house. The clinic, located at the corner of Sixth Street and McKinley Avenue, joined with community partners to provide health information and fun activities. Participants were offered several screenings and information to encourage good health:

- Foot and ankle screenings
- Blood pressure screenings
- Stop the Bleed program information
- Balance and vertical jump screenings
- FastCare services information

Farmers Markets

The Froedtert & MCW health network is committed to helping individuals manage chronic conditions through access to healthy foods. To do that, we partner with the Fondy Food Center to bring healthy food options to residents in underserved areas of Milwaukee County where access to those foods is limited.

We participate in both the Milwaukee Winter Farmers Market and the Fondy Farmers Market in the summer, reaching attendees with health information and giveaways. At a market in February, Heart and Vascular staff members demonstrated Hands-Only CPR to attendees. In April, Transplant staff members registered organ donors.

In the past year, we participated in 27 markets and interacted with over 7,000 individuals.

Our Next Generation

Every Monday afternoon, a group of Froedtert Health staff members and leaders meet with students from Our Next Generation Neighborhood Center’s Outbound Learning Program, which combines academic support and one-on-one mentoring with opportunities to expand students’ horizons beyond their own neighborhood.

The outbound learning activity is considered a reward by the students. The program exposes them to a variety of professional environments and potential career paths, while also providing help with school work and the opportunity to build meaningful relationships with mentors.

“This program is a win-win for us,” said Kathren Lamb, Froedtert & MCW senior system education coordinator. “These young people are able to broaden their perspective by seeing what it’s like to work in health care. For us, it is an opportunity to give back to the community in a meaningful way, helping these young people be successful, which is ultimately in the best interest of everyone.”
Engaging with a Variety of Cultures

Teams from Diversity and Inclusion, along with staff members from throughout the health network, took part in events aimed at reaching out to diverse cultures. In December, for the fifth consecutive year, we partnered with the Hmong Friendship Association to celebrate the Hmong New Year. This annual celebration features family activities, cultural performances and ethnic cuisine.

The Froedtert & MCW health network participates in this event as a health screening partner, providing blood pressure, blood glucose and Hepatitis B screenings in partnership with Medical College of Wisconsin medical students.

Approximately 3,000 attendees stopped at the health system’s booth, staffed by more than 50 volunteers. During the celebration, 275 screenings were completed.

Participation at additional cultural events included:
- Annual United Negro College Fund Walk/Run for Education
- Best Buddies Friendship Walk
- Mexican Fiesta
- Milwaukee Bucks Pride Night
- Milwaukee Film Cine Sin Fronteras and Black Lens Programs
- Pridefest

Giving Back to the Community

Staff members from the Froedtert & MCW health network give generously of time and resources throughout the year to help those in the community. Food, clothing and other drives are held several times a year, resulting in plentiful donations to community groups. These drives and activities allow members of our organization to support our neighbors.

Holiday Gift-Giving Drive

<table>
<thead>
<tr>
<th>County</th>
<th>Gifts Donated</th>
<th>Gift Tags Fulfilled</th>
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</thead>
<tbody>
<tr>
<td>WAUKESHA COUNTY</td>
<td>979 gifts</td>
<td>432 gift tags</td>
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<tr>
<td>MILWAUKEE COUNTY</td>
<td>46 families</td>
<td></td>
</tr>
<tr>
<td>WASHINGTON COUNTY</td>
<td>466 items</td>
<td></td>
</tr>
<tr>
<td>OZAUKEE COUNTY</td>
<td>25 gifts</td>
<td></td>
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</table>

Healthy Shelves — Food and Hygiene Product Drive

<table>
<thead>
<tr>
<th>County</th>
<th>Items</th>
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</thead>
<tbody>
<tr>
<td>WAUKESHA COUNTY</td>
<td>4,367</td>
</tr>
<tr>
<td>MILWAUKEE COUNTY</td>
<td>904</td>
</tr>
<tr>
<td>WASHINGTON COUNTY</td>
<td>891</td>
</tr>
<tr>
<td>OZAUKEE COUNTY</td>
<td>50</td>
</tr>
</tbody>
</table>

*These numbers represent more than a 400% increase from 2017!*

Blood Drives

In collaboration with the BloodCenter of Wisconsin

<table>
<thead>
<tr>
<th>County</th>
<th>Donors</th>
</tr>
</thead>
<tbody>
<tr>
<td>MILWAUKEE COUNTY</td>
<td>142</td>
</tr>
<tr>
<td>WASHINGTON COUNTY</td>
<td>164</td>
</tr>
<tr>
<td>WAUKESHA COUNTY</td>
<td>439</td>
</tr>
</tbody>
</table>

Run/Walk Events

In the past year, staff members and their families participated in 34 walks and runs to benefit various causes, including:
- Heart Walk Milwaukee — American Heart Association
- Cream City 5K — Benefitting Organ Donation
- Light the Night Walk — Leukemia & Lymphoma Society
- Get Your Rear in Gear — Colon Cancer Coal.
- Race for the Cure — Susan G. Komen Southeast Wisconsin
“Connected to purpose, forward-thinking and collaborative, we deliver care in diverse and inclusive teams and encourage our people to embrace the individual uniqueness of all people.”

ERIC HUMPHREY
Senior Vice President, Chief Human Resources Officer

Programs Help Train the Next Generation of Health Care Workers

As part of our academic mission, the Froedtert & the Medical College of Wisconsin health network is committed to growing the next generation of health care professionals. We offer programs that focus on a specific profession, such as the interventional radiology internship, and others that offer a variety of opportunities for participation.

Project SEARCH

Project SEARCH is a workforce and career development initiative led by Easterseals Southeast Wisconsin. Froedtert & MCW St. Joseph’s Hospital celebrated its first Project SEARCH graduates this year as seven interns completed the program.

Project SEARCH interns receive classroom and job skill development through three 10- to 12-week rotations from September through May. Interns worked at the hospital in areas including the Ambulatory Surgery Unit, Emergency Department and Intensive Care Unit, Environmental Services, Food and Nutrition Services, Nursing Administration and Pharmacy. The goal of the program is for interns to develop skills that lead to employment, either at the job site or elsewhere.

Interns work four to five hours a day and contribute to department productivity by helping with a variety of activities including clerical, organizing, cleaning, technical and customer service tasks.

“These kinds of activities may seem insignificant when you consider the seriousness of the patient care we provide every day, but I assure you the patient care couldn’t take place without the support services our staff and Project SEARCH interns take care of behind the scenes,” said Allen Ericson, president of St. Joseph’s Hospital.

While this was the first year St. Joseph’s Hospital participated in the program, Froedtert & MCW Froedtert Hospital began working with Project SEARCH interns in 2015. Froedtert Hospital’s fourth group of interns recently began their rotations.

Carmen High School Apprenticeship Program

The Milwaukee Bucks and the Froedtert & MCW health network have worked together since 2016 in a partnership aimed at training adults and high school students interested in pursuing certain health care careers. The partnership includes plans to train more than 300 students and adults in the surrounding Silver Spring neighborhood over a six-year period.

One initiative of this partnership involved the creation of the Froedtert & MCW Learning Center at the Carmen High School of Science and Technology’s Northwest Campus. The learning center serves as a hub for health care and IT career training at the school.

In addition to the training courses at the school, Carmen students participate in apprenticeship programs in health care and IT. Students are placed at Froedtert Hospital and Froedtert & MCW Community Memorial Hospital in patient care units, Admitting, Nursing Administration, Nutrition Services and the IT Service Center. Students also work in IT systems support apprenticeships with the Bucks and with other area businesses.

“The partnership we have with both Froedtert & MCW and the Carmen network is truly changing the way our city can look at workforce development,” said Peter Feigin, president of the Bucks. “Often students may have a challenging curriculum but no specific career pathway, or little opportunity to learn ‘life skills and soft skills’ that are essential to virtually any career pathway. This program blends all of those elements.”

2018

Departments:

- Human Resources
- Distribution
- Food and Nutrition Services
- Transport
- Education
- Benefits
- Scheduling

73% of Froedtert & MCW Project SEARCH graduates have found employment

10 students at Froedtert Hospital
1 student at Corporate Center
TechTerns

The Froedtert & MCW health network partners with CannonDesign, Mortenson Construction, Bradley Tech High School and Wisconsin Regional Training Partnerships/BIG STEP to bring real-world learning into the classroom. Students are exposed to careers in high-demand professions and skilled trades as they develop workforce readiness skills.

TechTerns is a curriculum-based and community benefit-focused program that uses hands-on learning during full-day immersion sessions. To ensure students selected for the program are committed, they complete an application, attend introductory meetings and participate in interviews with members of the partnering organizations.

In previous years, participants were involved in projects surrounding Froedtert Hospital’s Center for Advanced Care (CFAC) and the Integrated Procedural Platform (IPP). This year’s projects involved expansions of each of the original projects. Activities for the 15 participants on the Froedtert Hospital campus included:

- Tours of the CFAC vertical expansion project and Phase 2 of the IPP
- Tours of various departments, such as the Sterile Processing Department and the Simulation Center
- One-on-one interviews with a variety of staff members about different health care careers
- Hands-on activities in construction, plumbing, electrical and more
- Tips on resume preparation and job interview preparation

Health Care Career Academy

The Health Care Career Academy allows the Froedtert & MCW health network to partner with local school districts to provide students with real-world exposure to careers in the health care industry. The program is offered at Community Memorial Hospital in Menomonee Falls, St. Joseph’s Hospital in West Bend and Froedtert & MCW Moorland Reserve Health Center in New Berlin.

Students take part in a two-week experience during the summer. During that time, high school students accepted into the program expand their knowledge about health care career options as they rotate through various departments and are mentored by medical professionals. This intensive job-shadowing experience clarifies roles and responsibilities in health care to educate students and potentially shape career choices.

<table>
<thead>
<tr>
<th>Community Memorial Hospital</th>
<th>St. Joseph’s Hospital</th>
<th>Moorland Reserve Health Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students taking part this year</td>
<td>24</td>
<td>34</td>
</tr>
<tr>
<td>Number of years the program has been offered</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Total number of students</td>
<td>245</td>
<td>97</td>
</tr>
</tbody>
</table>
Joining Together to Create an Inclusive Workplace

Froedtert Health recently launched Business Resource Groups (BRGs) across the health system. These voluntary, employee-led groups serve as a resource to the organization by supporting strategic goals and fostering a diverse, inclusive workplace. The groups provide staff members with opportunities to connect with colleagues who share similar interests and backgrounds.

Three BRGs launched in the past year and have been active in executing their goals, which include activities such as cultural competence education, professional development and the celebration of cultural observations and events. The BRGs and some of their planned activities include:

- Military/Veterans BRG — coordinated activities for the Memorial Day observance
- LGBTQA BRG — planned Pride Month celebrations
- Black/African-American BRG — planned activities in support of the UNCF Run/Walk for Education

BRG members come from different backgrounds, departments and entities within the health system. Together, they help drive our diversity and inclusion strategies to ensure we:

- Build a work force that reflects our customer base and the communities we serve
- Develop a culture and network that embraces differences and individuality
- Deliver the best care to all of our patients in all of our communities

Froedtert Health in Action

Froedtert Health is committed to making a positive, sustained difference in our community. To support that commitment, Froedtert in Action was created to provide employees with opportunities to give back to the communities we serve.

Throughout the year, staff members and leaders take part in a wide variety of programs and activities. In addition to staffing booths at various community events, we help build playgrounds, take part in charity walks and runs, hold food and gift drives, help seniors and disabled homeowners clean up their yards, and help combat the drug epidemic through drug collection programs.

By the Numbers

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number</th>
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<tbody>
<tr>
<td>Night Out Events</td>
<td>8</td>
</tr>
<tr>
<td>Health and resources fairs</td>
<td>102</td>
</tr>
<tr>
<td>Health screening events</td>
<td>38</td>
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<tr>
<td>Flu clinics</td>
<td>5</td>
</tr>
<tr>
<td>Health care career tours</td>
<td>13</td>
</tr>
<tr>
<td>Number of volunteer hours</td>
<td>6,844</td>
</tr>
</tbody>
</table>
Giving back to the communities we serve is an integral part of the Froedtert Health culture. Staff members volunteer for community events and activities throughout the year, including:

1. Three Communities in Three Days
2. Progressive Mammo Day
3. Sussex Spring Fest Community Fair
4. Stonegate Apartments Health Fair
5. Menomonee Falls Fire Department Open House
6. Fall Yard Clean Up
7. Touched Twice — Subsidized Flu Clinic
8. Bristol Court Resource Fair
9. Health Care Career Expo
10. Holiday Gift Drive
11. Feeding America
12. HaRUNbee Walk/Run for Healthy Birth Outcomes
Community Health Worker
For the past two years, Froedtert Hospital has provided a community health worker for the Washington Park neighborhood as an advocate to enhance the patient experience and lower barriers to health care access. The community health worker’s duties include attending health care appointments with patients, scheduling follow-up appointments and helping the patient navigate the health care environment. Benefits of this service include treating illnesses before they become serious, improved health literacy and self-management for health conditions and healthy living routines.

Celebrating G.I.R.L.S
G.I.R.L.S (Growing Inspirational & Responsible Leaders) is a partnership with the Boys & Girls Club of Milwaukee. Froedtert Hospital hosts up to 20 girls and provides hands-on, interactive exposure to health care careers. This valuable experience includes time in the Simulation Center (pictured at right), a tour of the Integrated Procedural Platform, a health care panel and interactive activities such as learning Hands-Only CPR. This was the second year we offered this program at Froedtert Hospital.

Aging Mastery Program
Milwaukee Area Health Education Center (MAHEC) partnered with Froedtert Hospital to develop and present the Aging Mastery Program in Milwaukee. This educational series was a group-based program focusing on 10 central areas of aging: navigating longer lives, physical activity, sleep, healthy eating and hydration, financial security, medication management, advance care planning, healthy relationships, fall prevention and community engagement. MAHEC has secured funding to continue to offer this valuable program to the community.

Community Health Improvement Advisory Committee
The Community Health Improvement Advisory Committee of Froedtert Hospital was formed to provide guidance and oversight for the development and implementation of programs and activities to help improve community health and reduce health disparities. The group is made up of community members who represent diverse sectors of the community, along with key hospital and academic partner representatives.

2018 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
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<tbody>
<tr>
<td>Health Professions Education</td>
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<tr>
<td>Government-Sponsored Health Care</td>
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<td>Financial Assistance</td>
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<td>Community Health Improvement Services</td>
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<td>Research</td>
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<td>Financial and In-Kind Contributions</td>
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<td>Community Benefit Operations</td>
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<tr>
<td>Subsidized Health Services</td>
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<tr>
<td>Community Building Activities</td>
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</tr>
<tr>
<td>TOTAL</td>
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</table>

Financial data, while unique to Froedtert Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Community Outreach Health Clinic
The Community Outreach Health Clinic serves people who do not have medical insurance or the ability to pay for medical care. Using the services of volunteer professional staff, the clinic provides quality, limited medical care with dignity and confidentiality. In the past year, 745 patients were seen in the clinic.

Waukesha County Community Dental Clinic
On Aug. 1, the Waukesha County Community Dental Clinic opened its doors to low-income adults and children needing basic and restorative dental services and oral health education (the first patients are pictured at left). Spearheaded by Community Engagement, the opening of this clinic was possible because of the Froedtert & MCW health network’s $1.65 million investment to improve access to dental care for medically underserved people living in Waukesha County and surrounding areas. Located in Menomonee Falls, the new clinic is staffed and operated by the Waukesha County Community Dental Clinic.

Family Medicine Clinic
The Community Memorial Hospital Family Medicine Clinic provides resident physicians with a way to receive required training in the specialty of family medicine as they work closely with faculty physicians to diagnose, treat and help manage acute, chronic and complex medical conditions. Providers in this program focus on overall health care for the family, including adolescent, teen, adult and geriatric patients. The clinic is located in the Froedtert & MCW Town Hall Health Center in Menomonee Falls. Twelve residents and three faculty members currently work in the clinic, creating a base for the training of physicians who will likely remain in the community to practice in the future.

Opioid/Heroin Outreach
Community Memorial Hospital partnered with Waukesha County, the Menomonee Falls Police and Fire Departments and Holy Cross Lutheran Church to offer a class on overdose awareness and Narcan® administration training. Several classes were offered, and a total of 115 individuals were trained on how to identify an overdose and how to respond using Narcan. Following the class, 55 Narcan kits were provided free of charge and 20 people were put on a waiting list to receive the kits.

Be Strong Stay Strong Program
The Be Strong Stay Strong program teaches exercises that focus on strengthening muscles and increasing balance and flexibility to improve muscle mass and bone density. In the past year, 57 participants attended the program which meets two times a week for 10 weeks. Of the participants who completed fitness testing both before and after the program, 97 percent improved in at least one measure of strength, and 82 percent had improved endurance scores.

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### 2018 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
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<tr>
<td>Health Professions Education</td>
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</tbody>
</table>

Financial data, while unique to Community Memorial Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Albrecht Free Clinic
The Albrecht Free Clinic has provided free medical and dental care to thousands of uninsured and underinsured residents of Washington County since 1996. Health care providers, nurses and volunteers donate their time and expertise to help improve the health and quality of life of patients. The clinic has a strong partner in St. Joseph’s Hospital, which provides support through laboratory and diagnostic tests, case management, grants and other donated clinical services. In the past year, the clinic had 1,409 medical visits and 922 dental visits.

Community Paramedicine Program
This partnership between St. Joseph’s Hospital and the West Bend Fire Department involves West Bend paramedics following up on patients in the community who care transition coordinators at St. Joseph’s Hospital have identified at discharge as high risk for readmission. In the past year, 23 patients received home visits to provide safety checks, basic vitals, health education and medication adherence monitoring.

Healthy Community Fund
The Healthy Community Fund was created in 2011 by Froedtert Health to support community programs and projects throughout Washington County that will positively affect the health and wellness of those living and working in this area. The fund awarded more than $239,000 to nine area nonprofit organizations last year.

Community Health Navigators
Community health navigators work with individuals who need help accessing resources in Washington County. Funded by a Froedtert & MCW health network community gift, the navigators help those in need obtain services, such as housing assistance, transportation, education, government programs, food pantries and health care. Navigators are based at Albrecht Free Clinic and at Casa Guadalupe Education Center, both in West Bend. In the past year, they helped more than 1,300 individuals.

### 2018 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sponsored Health Care</td>
<td>$6,329,406</td>
<td>70.4</td>
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<tr>
<td>Community Health Improvement Services</td>
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<tr>
<td>Financial Assistance</td>
<td>$703,162</td>
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<td>Financial and In-Kind Contributions</td>
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<td>Health Professions Education</td>
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<tr>
<td>Community Benefit Operations</td>
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<tr>
<td>Community-Building Activities</td>
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<tr>
<td>TOTAL</td>
<td>$8,989,288</td>
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</table>

Financial data, while unique to St. Joseph’s Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Medical Director for Albrecht Free Clinic
Health care providers from Community Physicians consistently show their support for the communities in which they work through volunteer activities. Robert Gibson, MD, an internal medicine physician from the Froedtert & MCW West Bend Health Center, has been an active volunteer for the Albrecht Free Clinic in West Bend for more than 10 years. He has served three terms as the medical director for the clinic. Dr. Gibson provides an average of 10 hours of support per month for the clinic. He sees patients in the clinic twice per month and regularly fields calls from volunteers and providers in the clinic regarding ongoing care needs, medication, tests and more. As the medical director, he also serves on the clinic’s board of directors.

Community Education and Screenings
Staff from Community Physicians support a variety of programs and screenings throughout the year. Classes are held on a wide variety of topics, including nutritional information, stroke education, prediabetes, CPR and more. Screenings in the community are also supported by staff from Community Physicians. Blood pressure screenings are held monthly at the New Berlin Food Pantry. In addition, staff from the Froedtert & MCW Greenfield Health Center assisted at the Greenfield Health and Wellness Fair, providing 44 blood pressure screenings to attendees.

Drug Collection
For the fifth year, Froedtert & MCW Moorland Reserve Health Center has partnered with the New Berlin Police Department to host public drug collection events. Held in spring and fall, these events are a way for residents to safely dispose of medications that are expired or no longer needed, including prescription medications, over-the-counter medications and pet medication. The drug collections are staffed by Froedtert & MCW health network employees, including those with Community Physicians.

### 2018 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
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<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
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<td>Community Health Improvement Services</td>
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<td>Financial and In-Kind Contributions</td>
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<td>Community Building Activities</td>
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<td>TOTAL</td>
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</tbody>
</table>

Financial data, while unique to Community Physicians, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Thank you to our partners from Milwaukee County:

African American Chamber of Commerce of Wisconsin
Asian Pacific American Medical Student Association, Medical College of Wisconsin
Black Arts Think Tank
Black Health Coalition
Bradley Tech High School
Calvary Baptist Church
Cardinal Stritch
Carmen Schools of Science & Technology
Centro Hispano
Christ the King Baptist Church
Christian Faith Fellowship Church
City of Milwaukee Health Department
Clarke Square Neighborhood Community Advocates
CORE/EI Centro
Cream City Foundation
Diverse & Resilient
El Conquistador Latino Newspaper — Puerto Rican Festival
Employ Milwaukee
Faith Builders International Milwaukee
Fondy Food Center
Gerald L. Ignace Indian Health Center
Girl Scouts of Southeastern Wisconsin
Goodwill Industries of Southeastern Wisconsin
Greendale Health Department
Guest House of Milwaukee
Hispanic Professionals of Greater Milwaukee
Hmong American Friendship Association
Hmong American Women’s Association
Holy Cathedral — Word of Hope
Hunger Task Force
IndependenceFirst
Interfaith Older Adult Programs
Jewish Family Services
Journey House
Kappa Alpha Psi Foundation of Southeast Wisconsin
Kathy’s House
La Causa
Latino Entrepreneurial Network
LGBTQ Tobacco Prevention Task Force
Literacy Services of Wisconsin
Local Initiatives Support Corporation
Marcus Center for the Performing Arts
Metropolitan Milwaukee Association of Commerce — The Business Group
Mexican Consulate
Milwaukee Area Health Education Center
Milwaukee Area Technical College
Milwaukee Chapter National Black Nurses Association
Milwaukee County Department on Aging
Milwaukee County Emergency Medical Services
Milwaukee County Health and Human Services
Milwaukee County Sheriff’s Department
Milwaukee Film Festival
Milwaukee Fire Department
Milwaukee Health Care Partnership
Milwaukee Hmong Consortium
Milwaukee JobsWork
Milwaukee LGBT Community Center
Milwaukee Muslim Women’s Coalition
Milwaukee Pride, Pridefest
Milwaukee Public Schools
Milwaukee Urban League
Milwaukee Urban League Young Professionals
Muslim Community & Health Center
National Association for the Advancement of Colored People
National Association for the Advancement of African Americans in HR, Milwaukee Chapter
National Association of Hispanic Nurses, Milwaukee Chapter
National Black MBA Association — Milwaukee Chapter
New Testament Church
Next Door Foundation
North Shore Fire and Rescue
Oak Creek Health Department
One MKE
Oneida Tribal Services
Our Next Generation
Outreach Community Health Center
Parklawn Assembly of God
Progressive Community Health Center
Prospanica, Milwaukee Chapter
Repairers of the Breach
Salvation Army
Silver Spring Neighborhood Center
Sixteenth Street Community Health Centers
Social Development Commission
St. Ann Center for Intergenerational Care
The Juice Kitchen
UMOS
United Community Center — Bruce Guadalupe
United Negro College Fund
United Methodist Children’s Services of Wisconsin, Inc.
Urban Ecology Center
UWM — Roberto Hernandez Center
UWM College of Health Services
Veterans Chamber of Commerce
 Victory Garden Initiative
Walnut Way Conservation Corp
Washington Park Partners
Washington Park Senior Center
Wauwatosa Community Food Pantry
Wauwatosa Health Department
West Allis/West Milwaukee Heroin Task Force
Westside Academy
Wisconsin Hispanic Scholarship Foundation, Inc., Mexican Fiesta
YMCA
YWCA

Thank you to our partners from Ozaukee County:

COPE Services
Family Sharing of Ozaukee County
Kapco Kids 2 Kids Christmas Program
Mequon-Thiensville Chamber of Commerce
Ozaukee Economic Development
Ozaukee Family Services
Thank you to our partners from Washington County:

Albrecht Free Clinic
Big Brothers Big Sisters of Washington County
Boy Scouts of American — Bay Lakes Council
Casa Guadalupe Education Center
Economic Development Washington County
Elevate Inc.
Family Promise of Washington County
Friends Inc.
Germantown Chamber of Commerce
Germantown Community Scholarship Fund
Germantown Fire Department
Germantown High School
Germantown Park & Recreation Department
Germantown Police Department
Germantown Youth Futures
Hartford Area Chamber of Commerce
Hartford Union High School
Heroin Task Force
Interfaith Caregivers of Washington County
Kettle Moraine YMCA
Kewaskum High School
Kiwanis of Germantown
Leadership Germantown
Leadership West Bend
Rotary Club of Washington County
Senior Citizens Activities, Inc.
Slinger High School
St. Boniface Food Pantry
Threshold Inc.
United Way of Washington County
UW-Extension Washington County
Washington County Human Services
Washington County Shared Ride Taxi
Washington County Workforce Alliance
Washington Ozaukee Public Health Department
Well Washington County
West Bend Chamber of Commerce

Thank you to our partners from Waukesha County:

Addiction Resource Council
Bobbie Nick Voss Charitable Funds
Christmas Clearing Council of Waukesha County
Drug Free Communities Waukesha County
Eras Senior Network
Find-A-Ride Network
Holy Cross Lutheran Church
HOPE Network
La Casa de Esperanza
Leadership Menomonee Falls
Lisbon Fire Department
Menomonee Falls Area Food Pantry
Menomonee Falls Chamber of Commerce
Menomonee Falls Community Education and Recreation
Menomonee Falls Fire Department
Menomonee Falls Lions Club
Menomonee Falls Police Department
Muskego Chamber of Commerce
New Berlin Chamber of Commerce
New Berlin Fire Department
New Berlin Police Department
School District of Menomonee Falls
School District of New Berlin
Shady Lane Greenhouses
Sussex Area Chamber of Commerce
Sussex Area Outreach Services
Sussex Hamilton School District
Tri-County YMCA
UW-Extension Waukesha County
Waukesha County Business Alliance
Waukesha County Community Dental Clinic
Waukesha County Health & Human Services
Waukesha County Heroin Task Force

Thank you to our partners from multi-county areas:

AIDS Resource Center of Wisconsin
Aging and Disability Resource Centers
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
BloodCenter of Wisconsin, part of Versiti
Boys & Girls Clubs
Easterseals Southeast Wisconsin
Head & Neck Cancer Alliance
Horizon Home Care & Hospice
Hmong Wisconsin Chamber of Commerce
INROADS
Junior Achievement
LindenGrove
Milwaukee Bucks
National Alliance on Mental Illness
National MS Society — Wisconsin Chapter
North Central Minority Supplier Development Council
Susan G. Komen Southeast Wisconsin
United Performing Arts Fund
United Way of Greater Milwaukee & Waukesha County
Urban Economic Development Association of Wisconsin
Wisconsin Institute for Healthy Aging
Wisconsin LGBT Chamber of Commerce

We also thank the hundreds of partners whose collaboration with the Medical College of Wisconsin is improving the health of our community.